PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of

Docket No: CA1464

Takeshi ISHIZAKI, et al.

Appln. No.: 09/964,129

Group Art Unit: 2143

Confirmation No.: 2009

Examiner: Kyung H. SHIN

Filed: September 25, 2001

For:

INTEGRATED SERVICE MANAGEMENT SYSTEM

INFORMATION DISCLOSURE STATEMENT UNDER 37 C.F.R. §§ 1.97 and 1.98

MAIL STOP AMENDMENT

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Sir:

In accordance with the duty of disclosure under 37 C.F.R. § 1.56, Applicant hereby notifies the U.S. Patent and Trademark Office of the documents which are listed on the attached PTO/SB/08 A & B (modified) form and/or listed herein and which the Examiner may deem material to patentability of the claims of the above-identified application.

One copy of each of the listed documents is submitted herewith, except for the following: U.S. patents and/or U.S. patent publications; and co-pending non-provisional U.S. applications filed after June 30, 2003.

The present Information Disclosure Statement is being filed after either a Final Office Action, Notice of Allowance, or an action that otherwise closes prosecution in the application (whichever is earlier), but before payment of the Issue Fee, and therefore please charge the

> 11/87/2886 CHGUYEH 98888836 194888 01 FC:1886 149_R9 BA

Atty. Docket No. CA1464 PATENT APPLICATION

INFORMATION DISCLOSURE STATEMENT

U.S. Appln. No.: 09/964,129

statutory fee of \$180.00 under 37 C.F.R. § 1.17(p), and a Statement Under 37 C.F.R. § 1.97(e) to Deposit Account No. 19-4880.

The submission of the listed documents is not intended as an admission that any such document constitutes prior art against the claims of the present application. Applicant does not waive any right to take any action that would be appropriate to antedate or otherwise remove any listed document as a competent reference against the claims of the present application.

The USPTO is directed and authorized to charge all required fees, except for the Issue Fee and the Publication Fee, to Deposit Account No. 19-4880. Please also credit any overpayments to said Deposit Account. A duplicate copy of this paper is attached.

Respectfully submitted,

Pavel I. Rogddin

Registration No.

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MOUNTAIN VIEW OFFICE 23493
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PATENT APPLICATION

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In re application of

Docket No: CA1464

Takeshi ISHIZAKI, et al.

6506258110

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Examiner: Kyung H. SHIN

Filed: September 25, 2001

For:

INTEGRATED SERVICE MANAGEMENT SYSTEM

STATEMENT UNDER 37 C.F.R. § 1.97(e)

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Sir:

The undersigned hereby states, upon information and belief:

That no item of information contained in the Information Disclosure Statement filed concurrently herewith was cited in any communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the undersigned after making a reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in 37 C.F.R. § 1.56(c) more than three months prior to the

filing of said Information Disclosure Statement.

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Substitute for Form 1449 A & B/PTO	Application Number	09/964,129	
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STATEMENT BY APPLICANT	Filing Date	September 25, 2001	
	First Named Inventor	Takeshi ISHIZAKI	
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NOV 0 8 2006 (case as many sheets as necessary)	Examiner Name	Kyung H. SHIN	
Sheet 1 of 1	Attorney Docket Number	CA1464	

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Examiner Initials*	Cite No.1	Document Number		Publication Date	A STAN A STAN A PROMISE
		Number	Kind Code ² (if known)	MM-DD-YYYY	Name of Patentee or Applicant of Cited Document
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Examiner Cite Initials* No.1	Forcign Patent Document			Publication Date	Name of Patentee or	Translation ⁶	
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		NON PATENT LITERATURE DOCUMENTS	
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Examiner Signature		Date Considered	

[Page 1 of 1]

^{*}EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Applicant's unique citation designation number (optional). See Kind Codes of USPTO Patent Documents at www.uspto.gov. MPEP 901.84 or follow the hyperlink from the title of the document to the intranet. Senter Office that issued the document, by the two-letter code (WIPO Standard ST. 3). For Japanese patent document, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. Applicant is to indicate here if English language Translation is attached.